

APPENDIX B

CONTACT INFORMATION

Bureau of TennCare..... 1-800-342-3145
 729 Church Street
 Nashville, TN 37247

Division of Developmental Disability Services..... 615-532-7355
 1-877-224-0219

Family Assistance Service Center..... 1-866-311-4287
 Call this number for general information regarding TennCare

TennCare Solutions..... 1-800-878-3192
 Call this number to file an appeal.

TennCare Partners Advocacy..... 1-800-758-1638
 Call this number if you require help with mental health care.

Department of Children's Services 615-741-9701
 Cordell Hull Building
 Seventh Floor
 425 Fifth Avenue North
 Nashville, TN 37243-0290

Department of Education..... 615-741-2731
 Andrew Johnson Tower
 Sixth Floor
 710 James Robertson Parkway
 Nashville, TN 37243-0375

Department of Finance and Administration..... 615-741-2401
 312 Eighth Avenue, North
 Nashville, TN 37243-0285

Division of Mental Retardation Services

Central Office.....615-532-6530

500 Deaderick Street
Nashville, TN 37243

Stephen H. Norris, Deputy Commissioner..... 615-532-6533
 Joanna Damons, Assistant Commissioner Policy/Planning... 615-741-6157
 Fred Hix, Assistant Commissioner Administrative Services.. 615-532-6543
 Larry Latham, Assistant Commissioner Community/
 Facility Services..... 615-253-5657
 Terry Poff, Budget..... 615-253-3166
 Jeff Smith, Chief Financial Officer..... 615-532-6535
 Tony Troiano, Communications 615-253-2236
 John Kaufman, Compliance 615-532-6542
 Paul Greene, Consumer Services 615-741-6632
 Steve Telpey, General Counsel..... 615-532-6526
 Barbara Charlet, Information Systems 615-532-5959
 Dr. Adadot Hayes, Medical Director..... 615-253-6711
 Donna Allen, Operations 615-532-6540
 Merlin Littlefield, Planning/Development 615-532-5758
 Debra Payne, Protection From Harm..... 615-253-6885
 Pat Nichols, Quality Assurance 615-532-6548
 Tami Wilson, Special Assistant to Deputy Commissioner... 615-741-6624
 Paula McHenry, Support/Coordination/Case Management... 615-532-6545
 Brenda Clark, Title VI..... 615-253-6811

East Tennessee Regional Office..... 865-588-0508

John Craven, Director
 Greenbriar Cottage
 5908 Lyon View Drive
 Knoxville, TN 37919

Middle Tennessee Regional Office..... 615-231-5047

Kathleen Clinton, Director
 275 Stewarts Ferry Pike
 Nashville, TN 37214

West Tennessee Regional Office..... 901-213-1949
Alan Bullard, Director
 8383 Wolf Lake Drive
 Bartlett, TN 38113

Administrator on Duty (AOD) Pagers

East Tennessee Region.....1-877-831-1695
 Middle Tennessee Region.....615-282-4364
 West Tennessee Region.....1-888-509-1508

Agency Teams

David Powers, East Tennessee Region..... 865-588-0508 – Ext. 106
 Linda Randall, East Tennessee Region..... 865-588-0508 – Ext. 116
 Pat Rees, Middle Tennessee Region..... 615-231-5285
 Sandra Clamp, West Tennessee Region..... 901-213-1950
 Dale Parish..... 731-421-5013

Appeals

David Hudson, East Tennessee Region..... 865-588-0508 – Ext. 117
 Pam Romer, Middle Tennessee Region..... 615-231-5031
 Janet Neihoff, West Tennessee Region..... 731-423-5889

Behavior

Andy Wood, East Tennessee Region..... 865-588-0508 – Ext. 104
 Bruce Davis, Middle Tennessee Region..... 615-231-5094
 Dr. Craig Hunter, West Tennessee Region..... 901-213-1930

Complaint Resolution

Hotline.....1-800-535-9725
 Channeth Quemore, East Tennessee Region..... 865-588-0508 – Ext. 228
 East Tennessee Hotline.....1-888-310-4613
 Richard Primm, Middle Tennessee Region..... 615-231-5027
 Middle Tennessee Hotline.....1-800-654-4839

Debbie Hammons, West Tennessee Region..... 901-213-1837
 West Tennessee Hotline.....1-800-308-2586

Developmental Centers

Arlington Developmental Center..... 901-745-7301
 Leon Owens, Chief Officer
 11293 Memphis-Arlington Road
 Arlington, TN 38002-0586

Clover Bottom Developmental Center..... 615-231-5373
 Levi Harris, Chief Officer
 275 Stewarts Ferry Pike
 Nashville, TN 37214-0500

Greene Valley Developmental Center..... 423-787-6568
 Henry Meece, Chief Officer
 4850 East Andrew Johnson Highway
 Greeneville, TN 37744-0910

Early Intervention Services..... 1-800-462-8261
 East Tennessee Region..... 865-588-0508 – Ext 128
 Middle Tennessee Region..... 615-231-5050
 West Tennessee Region.....901-213-1872

Family Support Coordinators..... 1-800-535-9725
 East Tennessee Region..... 865-588-0508 – Ext 128
 Middle Tennessee Region..... 615-231-5033
 West Tennessee Region..... 901-213-1872

Incident Management

Amy Owens, East Tennessee Region.....865-588-0508 – Ext. 136
 G.G. Mullins, Middle Tennessee Region.....615-231-5037
 Doug Clark, West Tennessee Region.....731-421-5168

Intake Coordinators

Greg Voica, East Tennessee Region.....1-888-531-9876
Darlene Moghadam, Middle Tennessee Region..... 615-231-5043
Cathy Dunn, West Tennessee Region..... 901-213-1980

Investigations

Rusty Pool, East Tennessee Region.....	423-787-6441
East Tennessee Hotline.....	1-800-579-0023
VACANT, Middle Tennessee Region.....	615-231-5015
Middle Tennessee Hotline.....	1-888-633-1313
George Pruitt, West Tennessee Region (Arlington).....	901-745-7770
(Jackson).....	731-426-1815
West Tennessee Hotline.....	1-888-632-4490

ISC Liaisons

Caira Garcia, East Tennessee Region..... 865-588-0508 – Ext. 126
Pat Rees, Middle Tennessee Region..... 615-231-5285
Sandra Clamp, West Tennessee Region.....901-213-1950
Dale Parrish, West Tennessee Region..... 731-421-5013
Sherry Turner, West Tennessee Region.....731-421-5012

MR Hotline..... 1-800-535-9725

Nursing Services

Ruth Givens, Central Office.....615-532-6547
 Marlenia Overholt, Central Office..... 615-253-6095
 Danny Ricker, East Tennessee Region..... 423-787-6633
 Bernard McCarthy, Middle Tennessee Region..... 615-231-5445
 Linda Sain, West Tennessee Region..... 901-213-1920

Provider Agreements/Contracts

Bill Cunningham, East Tennessee Region..... 865-588-0508 – Ext. 107
Sharon Hurt, Middle Tennessee Region..... 615-231-5032

Janet Fly, West Tennessee Region..... 901-213-1829

Provider Approvals – Central Office

Brian Dion..... 615-532-5756
Day, Microboard, PA, Residential
Susan Moss..... 615-253-4632
Behavior Support Corporate, Nursing, Nutrition/Dietitian,
OT, Psychiatrist, Psychologist, PT, and SP
George Zukotynski..... 615-532-1610
Individual BA/BA

Provider Support

David Powers, East Tennessee Region..... 865-588-0508 – Ext. 106
Sandra Wise, Middle Tennessee Region..... 615-231-5581
Dale Parrish, West Tennessee Region..... 731-421-5013

Quality Assurance

Nancy Krahenbill, East Tennessee Region..... 865-588-0508 – Ext. 118
Bernice Swallows, Middle Tennessee Region..... 615-231-5001
Beth Roby, West Tennessee Region..... 901-421-5015

Regional Directors

John Craven, East Tennessee Region..... 865-588-0508 – Ext. 129
Kathleen Clinton, Middle Tennessee Region..... 615-231-5048
Alan Bullard, West Tennessee Region..... 901-213-1949

Therapeutic Services

John Richardson, East Tennessee Region..... 865-588-0508 – Ext. 173
Libby Skeggs, Middle Tennessee Region..... 615-231-5443
Dawn Locke, West Tennessee Region..... 901-213-1940

Title VI Compliance

Brenda Clark..... 615-253-6811

Title VI Compliance Coordinator

Andrew Jackson Building

Fifteenth Floor

500 Deaderick Street

Nashville, TN 37243

John Birdsong..... 615-253-6717

Tennessee Title VI Compliance Commission

James K. Polk Building

First Floor

505 Deaderick Street

Nashville, TN 37243

Roosevelt Freeman.....404-562-7881

U.S. Department of Health and Human Services

Office for Civil Rights, Region IV

Atlanta Federal Center

Suite 3B70

61 Forsyth Street, S.W.

Atlanta, GA 30303-8909

East Tennessee Region

Tammy Green, Regional Monitor..... 423-787-6757 – Ext. 109

Wendy Hammontree, Rights Advocate..... 423-787-6449

Mike Mailahn, MH/MR Program Specialist.... 865-588-0508 – Ext. 109

Jill Turpin, Regional Monitor.....865-588-0508 – Ext. 131

Middle Tennessee Region

Melissa Hafeli, Regional Monitor.....615-884-6088

Liz Roberts, Rights Advocate..... 615-231-5446

West Tennessee Region

Gracie Bonner, Incident Manager/Rights Advocate..... 901-745-7384

Elverna Cain, Regional Monitor..... 731-421-5063

Loretta Motley, Training Coordinator..... 901-769-7350

Training

Alice Taylor, East Tennessee Region.....423-787-6757 – Ext. 112
 Tina Mount, Middle Tennessee Region..... 615-231-5080
 Loretta Motley, West Tennessee Region..... 901-213-1821

Department of Health.....615-741-3111

Cordell Hull Building
 Third Floor
 425 Fifth Avenue North
 Nashville, TN 37247-0101

East Tennessee Regional Office..... 865-588-5656
Middle Tennessee Regional Office..... 615-640-7100
West Tennessee Regional Office..... 731-423-6454

Department of Human Services.....615-313-4700

Citizens Plaza
 Fifteenth Floor
 400 Deaderick Street
 Nashville, TN 37248-0001

Adult Protective Services – Chattanooga.....423-634-6624
Knoxville.....865-594-5685
Memphis.....901-320-7220
Nashville..... 615-532-3492
Toll-Free (outside above areas)..... 1-888-277-8366

Eligibility

Janet Larson, East Tennessee Region..... 865-588-0508 – Ext. 114
Mosie Lawrence, Middle Tennessee Region..... 615-231-2025
Mosie Lawrence, West Tennessee except Shelby County..... 615-231-2025
Janet Lawrence, Shelby County..... 865-588-0508 – Ext. 114

Family Assistance Service Center.....615-743-2000
1-866-311-4287

Medicare..... 1-800-772-1213

Department of Mental Health and Developmental Disabilities.....615-532-6500
Cordell Hull Building
Third Floor
425 Fifth Avenue North
Nashville, TN 37243-0675

East Tennessee Regional Office..... 865-594-6551
Middle Tennessee Regional Office..... 615-532-6590
West Tennessee Regional Office..... 731-543-7442

Advocacy Organizations

American Association on Mental Retardation.....202-387-1968
800-424-3688

444 North Capitol Street NW
Suite 846
Washington, DC 20001-1512

Since 1876, the American Association on Mental Retardation (AAMR) has been providing leadership in the field of mental retardation. AAMR is the oldest and largest interdisciplinary organization of professionals (and others) concerned about mental retardation and related disabilities. Over 9,000 members in the U.S. and 55 other countries have chosen AAMR as their association. Over the years, they have developed and refined a mission statement and a sense of purpose, which is summarized in their 13-point Principles.

Arc of Tennessee.....615-248-5878

44 Vantage Way
Suite 550
Nashville, TN 37228

The Arc of Tennessee is a grassroots, non-profit organization founded in 1952 and is affiliated with the Arc of the United States. The Arc of Tennessee is a membership organization composed of people with mental retardation and other disabilities, their parents, friends, and the professionals who assist them in reaching their goals.

Arc of the United States.....301-565-3842

1010 Wayne Avenue
Suite 650
Silver Springs, MD 20910

The Arc of the United States is the national organization of and for people with mental retardation and related developmental disabilities and their families. It is devoted to promoting

and improving supports and services for people with mental retardation and their families. The association also fosters research and education regarding the prevention of mental retardation in infants and young children.

TASH.....410-828-8274
 29 West Susquehanna Avenue
 Suite 210
 Baltimore, MD 21204

TASH is an international association of people with disabilities, their family members, other advocates, and professionals fighting for a society in which inclusion of all people in all aspects of society is the norm.

Tennessee Council on Developmental Disabilities.....615-532-6615
 500 Deaderick Street
 Nashville, TN 37243

The Tennessee Council on Developmental Disabilities is a State office that promotes public policies to increase and support the inclusion of individuals with developmental disabilities in their communities. The Council works with public and private groups across the State to find necessary supports for individuals with disabilities and their families, so that they may have equal access to public education, employment, housing, health care, and all other aspects of community life.

Tennessee Disability Coalition.....615-383-9442
 480 Craighead Street
 Suite 200
 Nashville, TN 37204

The Coalition and its member agencies work together to advocate for public policy that ensures self-determination, independence, empowerment, integration and inclusion. From the ADA to Long-Term Care, from Education to Health, from Housing to Employment, from Personal Assistance to Assistive Technology, the Coalition focuses on legislative and administrative supports that improve the lives of individuals with disabilities and their families

Tennessee Disability Pathfinder.....615-322-8529
800-640-INFO
1810 Edgehill Avenue
Nashville, TN 37212

Tennessee Disability Pathfinder is a comprehensive referral service with telephone, web, and print resources (in English and Spanish) to connect persons with disabilities, family members, and advocates with service providers in Tennessee and with national resources.

Tennessee Technology Access Program.....615-532-3122
Citizens Plaza 11th Floor
400 Deaderick Street
Nashville, TN 37248

The Tennessee Technology Access Program (TTAP) provides Tennesseans who have disabilities with comprehensive information related to assistive technology. TTAP also provides funding to five regional assistive technology centers across Tennessee. The centers, located in Chattanooga, Jackson, Knoxville, Memphis, and Nashville provide training, evaluation, minority outreach and advocacy services.

CONSERVATORSHIP ORGANIZATIONS

ComCare, Inc.....423-638-3926
P. O. Box 1885
Greeneville, TN 37744-1885

Comcare, Inc., is an adult services agency. They have a contract with the Tennessee Department of Mental Health and Developmental Disabilities to provide statewide guardianship services for persons who are moving out of state residential institutions. They also do some private conservatorships.

Department of Mental Health and Developmental Disabilities..... 615-532-6767
Cordell Hill Building 5th Floor
425 Fifth Avenue North
Nashville, TN 37243

The Department is the state's mental health and developmental disabilities authority and is responsible for system planning, setting policy and quality standards, system monitoring and evaluation, disseminating public information and advocating for persons of all ages who have mental illness, serious emotional disturbance or developmental disability.

Department of Human Services.....1-888-277-8366
Adult Protective Services
400 Deaderick Street
Nashville, TN 37248-0001

Tennessee Department of Human Services, Adult Protective Services staff investigate reports of abuse, neglect (including self-neglect) or financial exploitation of adults who are unable to protect themselves due to a physical or mental limitation. .

Tennessee Bar Association.....615-383-7421
221 Fourth Avenue North
Suite 400
Nashville, TN 37219

While the Tennessee Bar Association does not offer legal advice or act as a referral service, we do offer public service information in a variety of areas and offer contacts and links to other useful sources.

Tennessee Commission on Aging and Disability.....615-741-2056
Andrew Jackson Building 8th Floor
500 Deaderick Street
Nashville, TN 37243

The Tennessee Commission on Aging & Disability protects the rights, meets the needs, and preserves the dignity of older Tennesseans and Adults with disabilities needing home and community services through visible and effective advocacy, leadership, and stewardship.